

Excerpts from: "Fingertip Facts"—2004 Edition, a publication of the Manchester (NH) Economic Development Office, One City Hall Plaza, Manchester, NH 03101, (603) 624-6505, econdev@ci.manchester.nh.us.

UTILITIES

COMMUNICATIONS - Telephone service in the Manchester area is furnished by Verizon Communications. The company's state headquarters, the New Hampshire/Vermont accounting operations, and the market area center are in Manchester. To keep pace with and stay ahead of the growing demand for telephone service, the company has installed a 100% digital network that offers services such as ISDN to more than 120,000 miles of fiber optics spanning the state. Verizon experts have integrated key components in developing strategic business applications for improved Network Management, disaster recovery planning, information systems enhancement, telemarketing programs, cellular services and more. All major long distance carriers maintain Points of Presence in Manchester. Cellular telephone and voice mail services are provided in Manchester by several private companies.

GAS - Keyspan, Inc. distributes natural gas and propane to customers in southern and central New Hampshire, including the Greater Manchester area. The company offers a number of different rates and services to residential, commercial and industrial customers. For customers wanting to purchase their own gas supplies, the company offers a full menu of transportation rates. The company also maintains a well-trained service department and a central dispatch center that is staffed 24 hours a day, 365 days a year. In areas where natural gas is not available, the company supplies propane to more than 10,000 customers in any required volume at wholesale and retail prices.

POWER - Public Service of New Hampshire is the utility serving the Manchester area with electric power. Its industrial power rates (GV and LG) compare favorably with similar rates of other companies in the Northeast. Companies considering relocation or expansion in the Manchester area should contact the Economic & Community Development Manager at PSNH (634-2386) for more detailed information.

WASTEWATER - The City of Manchester has over 300 miles of public sewer available to existing and potential users and a modern 34 million gallon per day secondary treatment plant. Prospective businesses can contact the Environmental Protection Division of the Manchester Public Works Department at 300 Winston Street (624-6513) for further information concerning the program, permits and costs. The owners of all properties that are connected to the municipal sewer system are required to pay the following quarterly user charges:

SERVICE CHARGES

One or more dwelling units.....	\$7.00-11.00 per unit
Commercial establishments.....	\$15.00 per establishment
Industrial establishments.....	\$31.00 per establishment

USER CHARGES

Residential and commercial.....\$1.55 per 100 cubic ft.
(748 gal.)of water consumed

Industrial	Volume.....	\$1.46 per 1,000 gallons
	B.O.D.....	\$14.19 per 100 pounds
	Suspended solids...	\$13.93 per 100 pounds

WATER - The water supply of Manchester is city-owned and controlled, and its quality is excellent for both industrial and domestic purposes. Lake Massabesic and its forty-two square mile watershed has an estimated safe yield of 20.5 million gallons per day and an average daily consumption of 17.4 million gallons per day. An award-winning 40 mgd. water filtration plant is further enhanced by an on-going enlargement of both the supply and distribution systems. A major upgrade of the 27-year-old treatment plant, which will replace filters, expand capacity and improve the treatment process, is in progress. City water has an average pH value of 6.5, a total hardness of about 12 mg/l, and is low in total solids and turbidity. Current water rates are as follows:

First 60,000 cu. ft.....@ \$ 0.94 per 100 cu. ft.
Over 60,000 cu. ft.....@ \$ 0.75 per 100 cu. ft.
Quarterly service charge.....\$15.79 - \$538.36, depending
upon meter size

There is also a Private Fire Service Rate, a demand charge for water service to sprinkler systems. The charge is based on the size of the entrance pipe and varies from a minimum of \$2.21 per quarter for a 1.5-inch pipe to a maximum of \$524.23 per quarter for a 12-inch pipe.